

E-Government Training to Increase Community Participation

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Abstract

Village E-Government is the implementation of village government through the use of the internet and computers, which is very important as a means of community participation and accountability of the village government for the administration of Government. The method used was to conduct training on Sukopuro village officials who were responsible for website management. The training included an introduction to making emails, making Google forms, and introducing how to accommodate community input from the Google form to the Sukopuro Village Government website. The results of this activity were very positive and received a good response from the Village because it increased knowledge and ability to organize the web and make Google Forms as a means of accommodating community participation in village development in the context of implementing the Sukopuro Village Government E-Government. The understanding of Sukopuro Village village officials about E-Government increased from 20% to 80%. The community has the opportunity to increase their participation in village development and the determination of Village government public policies through Google forms and websites in the Village.

Keywords: e-government; village government; community participation.

A. INTRODUCTION

Building efficient, transparent, accountable, and effective public services, the role of E-Government is very important for the implementation of *good governance*. The implementation of village government by utilizing Information Technology makes Village E-Government can be a vehicle for transparency or openness of village government over the administration of Government so that it will create an independent, transparent, and accountable government.

Sukopuro Village, Jabung District, Malang Regency, experienced obstacles in managing the village government website (Figure 1) because the village government website that was owned was not perfect (there was no content), so the transparency of village government administration was not perfect.

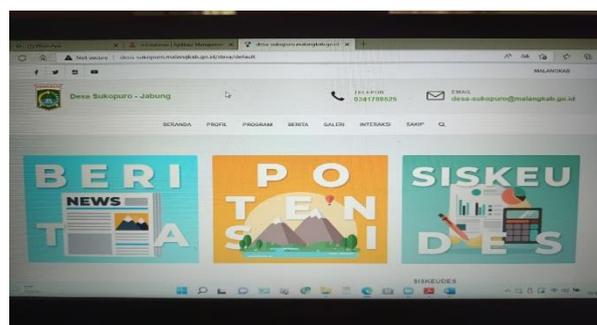


Figure 1. Sukopuro Village Government Website

The shelter and coordination of community participation in development through digitalization or existing Government is also imperfect. The organizational structure, activities, locations, and potentials in the Village cannot be managed properly on the Website, including how to use the Website in accommodating community aspirations in development.

Training on the use of the Website needs to be carried out so that the management of the village website can be utilized properly, the purpose of which is to accommodate the aspirations of the community and the potential that exist in the community, so that the village government policies, in accordance with the needs of the community.

The Sukopuro Village government website, if managed properly, can provide information on the planning and implementation of Government properly to the community. It can also be an online promotional media which can also be called a village promotion website, so this promotional Website is expected to run well. It will make it easier to introduce potentials, as well as the administration of public services in Sukopuro Village.

E-Government plays an important role in building efficient, transparent, accountable, and successful government services. The use of information technology in village administration creates a vehicle for community involvement and responsibility for village governance so as to create an independent, transparent, and responsible government.

West mentions that: e-government is simply defined as the delivery of government information and services online (West, 2004).(Chen & Aklikokou, 2020)

E-government can produce tangible and intangible public services because, through the website application, the main goal of the Government when implementing e-government initiatives is to improve governance efficiency and produce tangible results, namely advanced costs and time. (Malodia et al., 2021).

Good governance is built on devotion to norms and impartiality, meaning that good Government must obey the law and not discriminate in providing public services. (Blanton et al., 2021)

With the use of information technology, the community will be younger and more actively participate in the administration of the desa. Younger communities provide input to the village government through the Google

form application or log in to the Website of the village government.

Borel et al. mentioned that the implementation of good Government is characterized by community participatory mechanisms. This means that there is a strong influence from the community on the political and bureaucratic decision-making process. (Dube et al., 2020).

Roberts mentions that: There is currently an overwhelming consensus that public participation is not only essential for participatory democracy but also fundamental to creating inclusive planning processes and ensuring equitable planning outcomes. (Palmy David & Buchanan, 2020).

Community participation occurs when civil society actors first send information to the Government and which participatory spaces they use for transmission. Second, consider whether the Government received the information. Third, examine whether there have been policy changes from the Government and whether these changes are consistent with information provided by civil society. (Sénit, 2020).

M. Salahuddin Al-Ayyubi et al., the results of his research, stated that; Web engineering methods are used to build electronic government systems on the web so that the research stages are more detailed. Systems are developed or built using PHP programming language and MySQL databases, which are then implemented on the CodeIgniter framework. The developed system generates many elements, including mail requests and online public complaints. The result of this development is a system that can be accessed by the general public online, as evidenced by the results of system testing on three elements, especially usability tests, which have a value of 92%, which means that the system is very acceptable.(Al-Ayyubi et al., 2021).

Indra Gunawan Wibiksana et al. mentioned in the results of their research that: The implementation of e-Government policy in Sayang Village is still not optimal in the use of communication and information

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technology. Because the village apparatus still does not know the concept of e-Government as good governance, the village apparatus only knows the use of computer technology in providing services but conceptually does not know in depth about e-Government. (Wibiksana, 2019)

Otong Husni Taufiq et al. stated that: So far, the village government has carried out public services manually and does not have a system that supports data management, so that the time needed is longer. The Panjalu Village Government has utilized information technology since the enactment of Law No. 6 on Villages at the initiative of the village government and the community. However, in its implementation, it is still not done informatively or interactively through the use of information technology on the Website. (Otong Husni Taufiq, 2007)

The Government of Sukopuro Village, Jabung District, Malang Regency, experienced problems in managing and filling the portal on its Website, (desa-sukopuro.malangkab.go.id/desa/) in the framework of E-Government; this is known because the portal on the Website has not been perfectly sided (News, Potential, Village Financial System, Monographs, Services, and superior products).

The purpose of this community service is so that the Sukopuro Village Government E-Government, in the form of website management, can be managed properly. All portals on the Website are filled so that the promotion and information on the implementation of village government are expected to run well as well, which in the end, will facilitate community participation in village government policy-making and will be easier to introduce potential, as well as the administration of public services in Sukopuro Village.

B. IMPLEMENTATION AND METHODS

Prior to the implementation, a briefing was carried out by the team related to technical training and benefits. This is done so that the Sukopuro Village Government understands the importance of having a good website

management for the transformation of information to the community. In order to build good governance, public services must be efficient, transparent, accountable, and effective.

At the time of its implementation, the method carried out was to conduct training on Sukopuro village officials who were responsible for website management. The training included an introduction to making emails, making Google forms, and introducing how to accommodate community input from the Google form to the Sukopuro Village Government website.

C. RESULTS AND DISCUSSION

This activity will be held on Wednesday, February 1, 2023, at the Sukopuro Village Hall. It can be known that this activity has had a positive impact and received a good response from the Village because it increases knowledge and ability in organizing the web and making Google forms as a means of accommodating community participation in village development in the context of implementing the Sukopuro Village Government E-Government. These service activities include:

1. Coordination

The partners who are part of this series of service activities are part of the informatics system in Sukopuro Village; before this activity was carried out, we a team of lecturers and students of Wisnuwardhana University Malang from the Faculty of Law and the Faculty of Teacher Training and Education coordinated with the Sukopuro Village Government (Figure 2 and Figure 3).



Figure 2. Coordination and Establishing Agreements



Figure 3. Willingness as A Partner

2. Implementation of Community Service

This activity will be held on Wednesday, February 1, 2023, at the Sukopuro Village Hall. It is clear that these actions have a beneficial impact and generates positive responses from the village because it increases knowledge and ability to organize the web and make Google Forms a means of accommodating community participation in village development in the context of implementing the Sukopuro Village Government E-Government (Figure 4).



Figure 4. Opening of Community Service "E-Government Training"



Figure 5. Pretest Filling Related to Website and E-Government

This exercise was divided into three sessions, and the first was the work on Pretest questions related to the Website and E-Government, and the staff of the information media section was given a pretest filling questionnaire to find out the initial ability to introduce the Website and its benefits. In the Pretest session, from 4 participants and five pretest questions (Figure 5). Each of them only

obtained the correct answer one, and the wrong one amounted to 4; thus, the understanding of E-Government is still 20%.

In the second session, namely the implementation of the program (Figure 6), the Information Media Team was immediately guided in making Google forms and procedures for entering information into the Website along with the language of making information because this is important to provide information as a form of public service to the community.

Making Google Forms also provides benefits to receive all forms of information from the community related to conditions, potentials, and things that happen around in order to get two-way information and the Sukopuro Village Government E-Government can be managed properly, all portals on the Website are filled, so that the promotion and information on the implementation of village government are expected to run well as well, which in the end, will make it easier to introduce potentials, as well as the administration of public services in Sukopuro Village. The Sukopuro Village Government website, which is well-filled with all existing portals, can optimize the delivery of information on the implementation of village government and the potential of the Village.



Figure 6. Implementation of Community Service "E-Government Training"

In carrying out this activity, the Village experienced difficulties in accessing and filling in the Website and did not know the procedures for utilizing technology and the

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importance of E-Government. When the village government utilizes information technology, the Village E-Government can become a vehicle for village government accountability in governance so as to create independent, transparent, and responsible governance. E-Government in village government combined with information technology makes village government more efficient and transparent, as stipulated by the Village Law.

The third session, which is the last session, is post-test work in order to find out the results of this service activity. This activity is very interesting because the IT team from Sukopuro Village gained new experience and skills in the use of Information technology media (Figure 7).



Figure 7. Implementation of Post-Test

D. CLOSING

Conclusion

This action has a beneficial impact and gets positive feedback. Village because it increases knowledge and ability in organizing the web and making Google forms as a means of accommodating community participation in village development in the context of implementing the Sukopuro Village Government E-Government. The understanding of Sukopuro Village village officials about the E-Government increased from 20% to 80%. The community has the opportunity to increase their participation in village development and the determination of Village government public policies through Google forms and websites in the Village.

Suggestion

There is an addition of personnel or special employees of the Sukopuro Village Government who hold this Website so that it is managed properly. Continuous morning training of Sukopuro Village Government

personnel or special employees on the Website and E-Government to improve services to the community. Adding facilities and infrastructure that support the improvement of the quality of the village government website.

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